U NITED S TATES P ATENT AND T RADEMARK O FFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,678	03/31/2001	Wai H. Pak	SBL0007US	6116

60975   7590   01/28/2009

CAMPBELL STEPHENSON LLP
11401 CENTURY OAKS TERRACE
BLDG. H, SUITE 250
AUSTIN, TX 78758

EXAMINER
BRUCKART, BENJAMIN R

ART UNIT	PAPER NUMBER
2446	

MAIL DATE	DELIVERY MODE
01/28/2009	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

		Application No.	Applicant(s)
Office Action Summary		09/823,678	PAK, WAI H.
		Examiner	Art Unit	
		BENJAMIN R. BRUCKART	2446	

-- *The MAILING DATE of this communication appears on the cover sheet with the correspondence address* --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *04 December 2008*.

2a)☐ This action is **FINAL.**   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *23-96 and 100-103* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *23-96 and 100-103* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *31 March 2001* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

        1.☐ Certified copies of the priority documents have been received.

        2.☐ Certified copies of the priority documents have been received in Application No. _____.

        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

Detailed Action

Status of Claims:

Claims 23-96, 100-103 are pending in this Office Action.

Claims 1-22 and 97-99 remain cancelled.

Claims 100-103 are new.

Response to Arguments

Applicant's arguments filed 12/4/08 have been fully considered but found not persuasive.

See arguments below.

Applicant's invention as claimed:

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 23-96, 100-103 are rejected under 35 U.S.C. 103(a) as being unpatentable by U.S. Patent No. 6,772,216 by Ankireddipally et al (herein after "Ank") in view of U.S. Patent Publication No. 20010024497 by Campbell et al.

Regarding claim 23, the Ank reference teaches a method of inter-module communication (Ank: col. 6, lines 49-55) comprising:

forming a message (Ank: col. 5, lines 2-5), wherein

said forming comprises

inserting customer relations management system information (Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data) and other customer relations management system information into said message (Ank: col. 7, lines 1-17; message exchange semantics); and

configuring said message to be pushed from a customer relations management system by encoding at least a portion of said message in a markup language (Ank: col. 7, lines 1-17; message encoded in XML and transmitted Fig. 6),

said customer relations management system information comprises at least one of agent information and work item information (see next two limitations),

said agent information comprises information regarding an agent (Ank: col. 4, lines 62-65; protocol of the agent),

said work item information comprises information regarding a work item (Ank: col. 6, lines 14-21; format and standard),

said other customer relations management system information is other than said agent information and said work item information (Ank: col. 7, lines 1-17), and

said other customer relations management system information comprises at least one of a command, request, and a notification (Ank: col. 7, lines 1-17; message exchange semantics).

The Ank reference fails to teach channel drivers.

However, the Campbell reference teaches:

receiving incoming customer support requests at a communications server (Campbell: page 2, para 41), wherein said communication server receives said incoming customer support requests from a channel driver in communication with a communications channel (Campbell: page 2, para 41), and

causing said communications server to route said incoming customer support request to an agent (Campbell: page 5, para 80, 82)

said causing routes said incoming customer support request to said agent as a work item (Campbell: page 6, para 86; page 7, para 99),

said causing routes said work item using said message (Campbell: pages 6-7, para 89 (faxes), 92 (chat msgs), 99(voicemail)),

said causing comprises pushing said message from said customer relations management system (Campbell: page 6, para 86),

said pushing is performed in response to said receiving said incoming customer support request (Campbell: page 2, para 41) in order to route customers to knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18)

It would have been obvious at the time of the invention to one of ordinary skill in the art to create the invention as taught by Ank to include routing messages as taught by Campbell in order to route customers to knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18).

Regarding claim 24, the method of claim 23, wherein
said notification comprises at least one of notification of an event and autonomously provided information (Ank: col. 7, lines 40-61).

Regarding claim 25, the method of claim 23, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information (Ank: col. 16, lines 26-31; connection information) and rule information.

Regarding claim 26, the method of claim 23, further comprising:
communicating said message from a commerce server to a universal queuing system (Ank: col. 18, lines 43-57)

Regarding claim 27, the method of claim 23, wherein
said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation (Ank: col. 18, lines 58-67).

Regarding claim 28, the method of claim 23, wherein

said other customer relations management system information comprises said request, said

request configured to cause a module receiving said message to reply with requested customer

relations management system information (Ank: col. 7, lines 43-59; Fig. 6).

Regarding claim 29, the method of claim 23, wherein

   said other customer relations management system information comprises said

notification, said notification is generated by a module generating said message (Ank: col. 8,

lines 44; col. 18, lines 34-39).

Regarding claim 30, the method of claim 23, wherein

   said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related

function and an administrative function (Ank: col. 18, lines 34-67).

Regarding claim 31, the method of claim 23, wherein

said agent-related function is one of an AgentLogin command, an AgentLogout command, an

AgentInitAuxWork command, an AgentAllMediaAvailable command, a

ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate

request, a RequestAgentMediaMode request, a Requestsystemstate request, a

RequestAgentWorkableList request, a RequestWorkItemAssignment request, a

RequestAgentWorkItemList request, and a RequestAgentMediastate request (Ank: col. 18, lines

24-42).

Regarding claim 32, the method of claim 23, wherein

   said work item-related function is one of an AddWorkItem command, a

RequestWorkItemstatus request, an AcceptWorkItem command, a RejectWorkItem command, a

CompleteWorkItem command, a WrapupWorkItemResponse command, a

WrapcompleteWorkItem command, an HoldWorkItem command, an UnldoldWorkItem

command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command

and a TransferWorkItem-roRoute command (Ank: col. 18, lines 24-58).

Regarding claim 33, the method of claim 23, wherein

said statistics-related function is one of a Setchannelstatlnterval command, a

SetRoutestatlnterval command, a StartAgentstat command, a StopAgentstat command and a

Getsystemstatistics request (Ank: col. 7, lines 57-61).

Regarding claim 34, the method of claim 23, wherein

said administrative function is one of a UQopenconnection command, a UQReopenconnection

command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect

command (Ank: col. 3, lines 44-53).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Fig. 6).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Fig. 6).

Regarding claim 100, the method of claim 23, wherein forming a message further comprises:

packaging and un-packaging said customer relations management system information

and said other customer relations management system information using a data transfer protocol

(Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data and message exchange semantics (objects)

are encapsulated (packed) into message and transmitted and extraction col. 12, lines 32-48).

Claims "37-45; 46-54; 55-64; 65-72; 73-80; 81-88; 89-96; 101-103" are substantially

similar to claims 23-36 in scope and are therefore rejected according to the same rationale as

cited above.

REMARKS

The applicant has amended the claims with respect to the work item and routing the work item and argued the pushing limitation.

The Applicant Argues:

The Ank reference and the Campbell reference fail to teach the limitation as amended.

In response, the examiner respectfully submits:

The examiner has carefully reviewed the arguments but maintains the rejection because the combination of Ank in view of Campbell teaches the claimed invention.

The amended limitation now states "pushing said message from the customer relations management system, wherein said pushing is performed in response to said receiving the … request and identifying said agent to perform said incoming customer support request," but the Ank in view of Campbell citation teaches this limitation.

The Ank reference is relied upon to teach the message and the data included in it, while the Campbell reference is more customer support oriented and teaches the routing of messages through it to agents (para 41). Campbell teaches the idea of pushing data in para 80-82 and 86 and 89 where the request is sent to and assigned to the agent or scheduled with the agent. There is no indication that the agent pulls the request, nor is their teaching that the request is forwarded in some other direction. The CSS system is the computer relations management system that sends (through the internal features of Figure 3), the request to the agent for processing.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 9:00-5:30PM. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeff Pwu can be reached on (571) 272-6798. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Benjamin R Bruckart
Examiner
Art Unit 2446

/Benjamin R Bruckart/
Examiner, Art Unit 2446